CERTIFICATE OF TRANSMISSION

PATENT APPLICATION

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A2038-US-NP

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AUG 17 2004

NOTICE OF APPEAL FROM THE EXAMINER

TO THE BOARD OF APPEALS AND INTERFERENCES

adlban

in re application of:

Vincent P. Vaccarelli et al.

Application No.:

10/083,263

Group Art Unit:

3627

Confirmation No.: 4221

Filed:

2/25/2002

Examiner:

James A. Kramer

For:

CUSTOMER SATISFACTION SYSTEM AND METHOD

Mail Stop AF Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Applicant(s) hereby appeal(s) to the Board of Patent Appeals and Interferences from the Office Action dated 5/17/2004 of the Examiner twice or finally rejecting claim(s)

The items checked below are appropriate:

- 1. A response to the final rejection has been filed.
- Please charge the Appeal Fee of \$330.00 to Deposit Account No. 24-0025 (An additional copy of this Notice is enclosed herewith.)
- 3. A Petition for Extension of Time is enclosed.

This constitutes a request for any needed extension of time and an authorization to charge all fees therefor to the above Deposit Account, if not otherwise specifically requested.

Jeannette M. Walder

Signature under 37 CFR 1.191(b) Registration No. 30,698

Telephone No. 310-333-3660

August 17, 2004

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